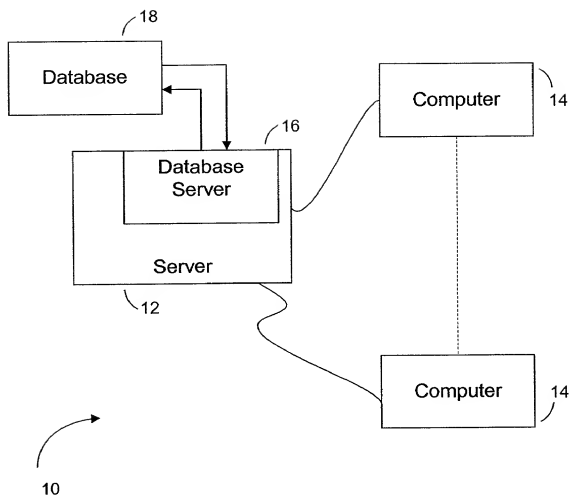
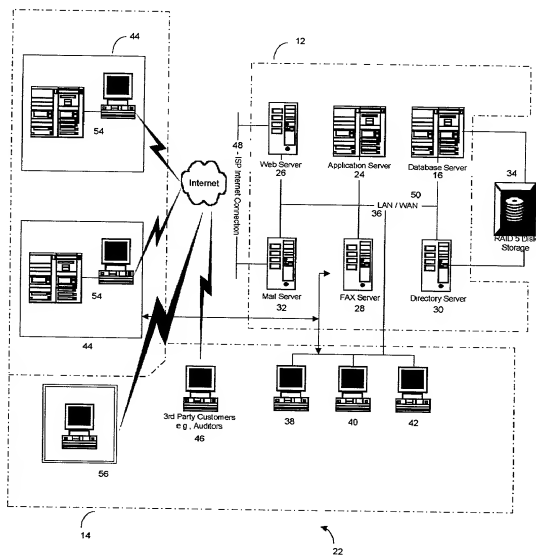


Figure 1



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Figure 2



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Figure 3

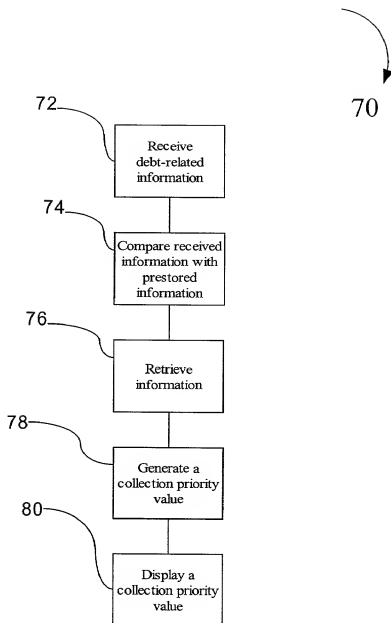
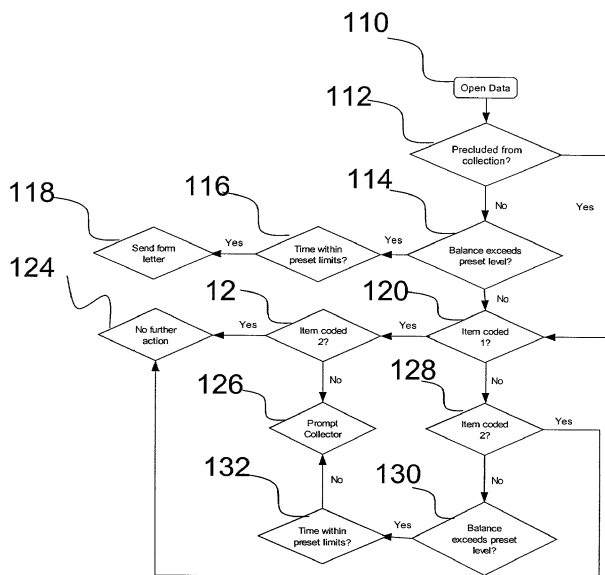


Figure 4



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Figure 5

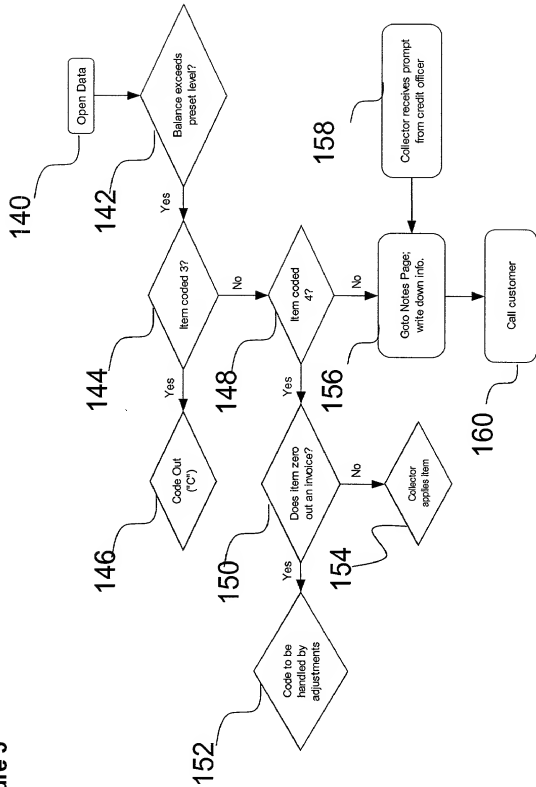


Figure 1. Schematic representation of the experimental design. The subjects were divided into two groups: the control group (CG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG).

								Suggestive Action Codes
8							L	Sent to Legal Collections
9							A	Adjustments Need to Take Action
10							I	Faxed Invoice to Customer
11							S	Faxed Statement to Customer
12								
13								

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	Suggested Action Codes
L	Sent to Legal Counsel
A	Adjustments Needed to Take Action
F	Forwarded Invoice to Customer
S	Forwarded Statement to Customer
M	Left Message with other than Right Person Contact
R	Spoke with the Right Person
P	Received a Promise to Pay

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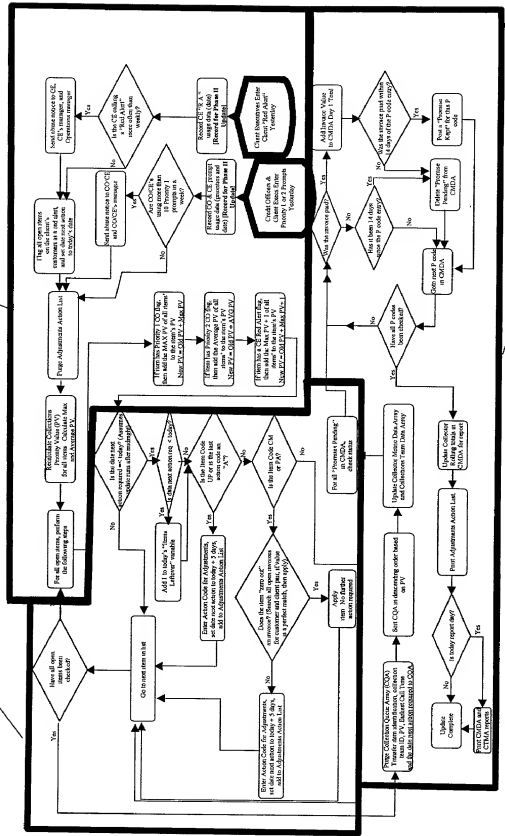
Figure 7

180

182

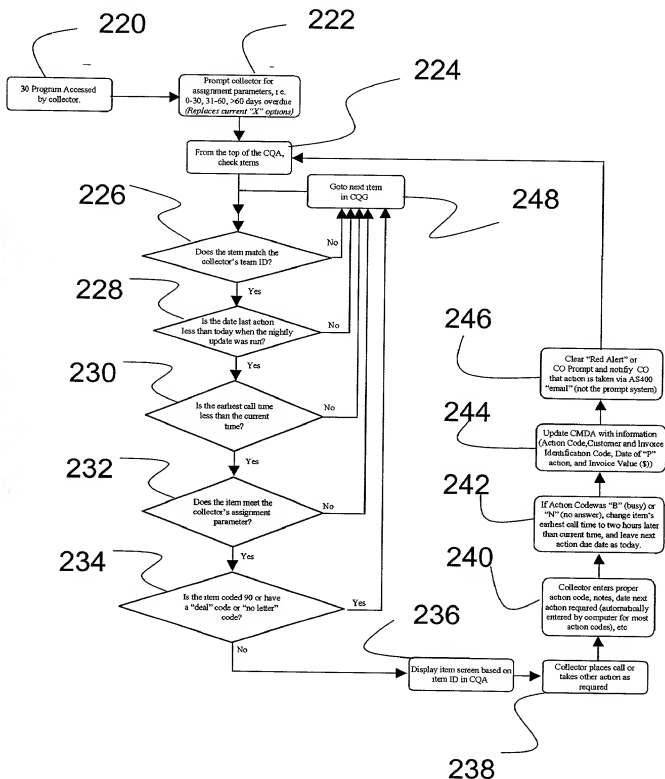
184

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Figure 8



[illegible]

250 Action Codes	252 Explanation	254 Automatic Date Next Action
D	Proof of Delivery Sent	14
I	Invoice Copy Faxed	14
L	Referred to Legal Collections	30
A	Referred to Adjustments	1
S	Faxed Statement to Customer	14
M	Left a Message for Customer to Call Back (receptionist, answering machine, etc.)	1
R	Spoke with the "Right" Person, did not get a "Promise to Pay", and they did not request any information (i.e. customer is researching, etc.)	14
P	Received a "Promise to Pay"	14
B	Busy Signal	2 hours
N	No Answer	2 hours
O	Applied Payment, Applied CM, etc.	Entered by Collector if Applicable

Figure 10

Collector report page

	A	B	C	D	E	F	G	H	I	J	K	L	
1	Name:						Team Leader:						
2	Morning Scrub												
3	To Be Called?						To Be Called?						
4	Item #	Time Started Working Item	Time Finished Working Item	Time On Item	Yes	No	Item #	Time Started Working Item	Time Finished Working Item	Time On Item	Yes	No	
5	1	55	74	19	X		11	44	45	1	X		
6	2	16	18	2	X		12	45	46	1	X		
7	3	18	19	1	X		13	46	47	1	X		
8	4	19	20	1	X		14	47	48	1	X		
9	5	21	36	15	X		15	47	48	1	X		
10	6	36	37	1	X		16	48	49	1	X		
11	7	37	41	4	X		17	48	53	5	X		
12	8	41	42	1	X		18	53	54	1	X		
13	9	42	43	1	X		19	55	56	1	X		
14	10	43	44	1	X		20	56	57	1	X		
15	Average Time For Item Preparation-->						3						Average
16	Max Time For Item Preparation-->						19						Max
17	Min Time For Item Preparation-->						1						Min
18													
19													

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Figure 12

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	W	X	Y	Z	AA	AB
1						
2						
3						
4	Item # From Morning Scrub	Time Call Started	Time Hung Up Phone	Length of Call	Time Completed Action	Total Time On Item
5	1	45	48	3	50	24
6	2	0	1	1	1	3
7	3	2	10	8	14	13
8	4	41	44	3	44	4
9	5	6	10	4	10	19
10	6	11	13	2	14	4
11	7	15	16	1	16	5
12	8	18	18	0	19	2
13	13	20	26	6	34	14
14	14	37	46	9	50	13
15	Length of Call-->	3.7	Average Time On Item Called-->			10.1
16	Length of Call-->	9	Max Time On Item Called-->			24
17	Length of Call-->	0	Min Time On Item Called-->			2
18						
19						

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Figure 14

Collector efficiency metrics

Collector ID	A	B	C	D	E	F	OVERALL
Average Time For Item Preparation	3	5	2	3	2	1	3
Max Time for Item Preparation	19	26	4	10	3	2	26
Min Time For Item Preparation	1	1	1	1	1	1	1
Average Time For Item NOT Called	17	10	0	5	4	2	6
Max Time for Item NOT Called	28	20	0	12	4	3	28
Min Time For Item Not Called	3	2	0	2	4	1	0
Average Time On Item Called	10	8	5	8	4	6	7
Max Time On Item Called	24	11	10	22	6	10	24
Min Time On Item Called	2	4	2	1	3	3	1
Average Length of Call	4	8	3	4	3	2	4
Max Length of Call	9	50	6	14	6	7	50
Min Length of Call	0	1	0	1	2	0	0
Sample Individual Metrics (Trial Data Collected) (Phase I Implementation)							
Collector ID	A	B	C	D	E	F	Average
# L's (Sent to Legal)	0	0	0	0	0	0	0
Percentile	0%	0%	0%	0%	0%	0%	
# A's (Adjustments Action)	1	1	0	0	1	1	1
Percentile	40%	40%	0%	0%	40%	40%	
# I's (Faxed Invoice)	0	3	0	0	0	0	1
Percentile	0%	100%	0%	0%	0%	0%	
# S's (Faxed Statement)	2	0	0	0	1	0	1
Percentile	100%	0%	0%	0%	80%	0%	
# N's (No Answer)	8	6	0	5	0	0	3
Percentile	100%	80%	0%	60%	0%	0%	
# R's (Right Person Contacted)	6	7	5	6	1	4	5
Percentile	60%	100%	40%	60%	0%	20%	
# M's (Message Left)	3	3	4	2	6	2	3
Percentile	40%	40%	80%	0%	100%	0%	
# P's (Rec'd Promise to Pay)	3	3	2	0	1	1	2
Percentile	80%	80%	60%	0%	20%	20%	
Sample Individual Metrics (No Data Collected) (Phase I Implementation)							
Collector ID	A	B	C	D	E	F	Average
# O's (Other Action Taken)	0	0	0	0	0	0	0
Percentile	0	0	0	0	0	0	
# Promises Kept	0	0	0	0	0	0	0
Percentile	0	0	0	0	0	0	
Sample Team and Overall Level Metrics (No Data Collected) (Phase I Implementation)							
Team ID	A	B	C	D	Average		
\$ Collected	\$ -	\$ -	\$ -	\$ -	\$ -		
Percentile	0%	0%	0%	0%			
# Items "Leftover" Daily	0	0	0	0	0		
Percentile	0%	0%	0%	0%			
Average Days Past Due	0	0	0	0	0		
Percentile	0%	0%	0%	0%			

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